

THE DEFENSE PERSONAL PROPERTY PROGRAM, IN COORDINATION WITH THE MILITARY SERVICE HEADQUARTERS, IS EXTENDING TSPS UNLIMITED SHIPMENT REFUSALS AND RELAXATION OF THE 70% SIT RULE UNTIL 15 AUG 11.

FOR SHIPMENTS WITH A PICK UP DATE THROUGH 15 AUGUST 2011 ONLY:

A. TEMPORARILY ALLOW UNLIMITED SHIPMENT REFUSALS:

FOR REQUESTED PICKUPS LASTING THROUGH 15 AUGUST 2011, TSPS ARE ALLOWED UNLIMITED REFUSALS PER GBLOC. TSPS SHOULD QUICKLY ACCEPT/REFUSE SHIPMENTS (WITHIN FOUR HOURS) TO MINIMIZE BOOKING TIME AND LIMIT ANY INCONVENIENCE TO MEMBERS. THE GOAL OF THIS CHANGE IS TO ALLOW TSPS TIME TO ASSESS SHIPMENT CAPABILITY, REDUCE THE USE OF DPS BLACKOUT CAPABILITY, AND ULTIMATELY PROVIDE BETTER SERVICE TO OUR CUSTOMERS. IN ALL CASES SHIPMENT REFUSALS BY TSPS MUST BE IDENTIFIED AND RETURNED WITHIN 24 CALENDAR HOURS (1 BUSINESS DAY) OF SHIPMENT AWARD. ANY SHIPMENT ACCEPTED AND LATER REFUSED, OR REFUSED AFTER 24 CALENDAR HOURS (1 BUSINESS DAY), IS CONSIDERED A TURNBACK.

B. TEMPORARILY ELIMINATE USE OF THE 70% TRANSIT-TIME RULE (15 MAY - 15 AUGUST ONLY) FOR DIRECT DELIVERY STORAGE IN-TRANSIT (SIT).

PPSO WILL NOT REQUIRE SHIPMENTS TO BE HELD FOR 70% OF THE GOVERNMENT TRANSIT-TIME PRIOR TO SIT APPROVAL FOR SHIPMENTS WITH AN ACTUAL PICKUP DATE ON OR BEFORE 15 AUGUST 2011. PPSO MUST PROVIDE SHIPMENT DELIVERY INSTRUCTIONS OR AUTHORIZE SIT WITHIN THE REQUIRED TWO-HOURS FREE WAITING TIME (TIME STARTS WHEN TSP ARRIVES SHIPMENT IN DPS). THIS DOES NOT ELIMINATE THE TSPS RESPONSIBILITIES TO STAY IN CONTACT WITH MEMBERS WHO HAVE A DIRECT DELIVERY ADDRESS AND TO HONOR THE NEGOTIATED DATES FOR DELIVERY. COUNSELORS NEED TO REMIND MEMBERS TO WORK WITH TSPS AND BE FLEXIBLE TO THE GREATEST EXTENT POSSIBLE IN ORDER TO ACCEPT DELIVERY UPON SHIPMENT ARRIVAL. PUNITIVE ACTION AND/OR LOW CUSTOMER SATISFACTION SURVEY (CSS) SCORES ARE STILL AVAILABLE FOR TSPS WHO EXCEED SHIPMENT RDD OR DO NOT MEET TSP/MEMBER AGREED UPON DATES FOR DIRECT DELIVERY.

NOTE: IT IS IMPERATIVE THAT ORIGIN COUNSELORS/PPSO DO NOT PUT ANY WORDS OR CHARACTERS IN BLOCK 18 (STREET ADDRESS IN DPS) EXCEPT WHEN A VALID DIRECT DELIVERY ADDRESS IS PROVIDED BY THE MEMBER

C. POC FOR THIS ACTION IS THE OPERATIONS TEAM. PLEASE SEND QUESTIONS TO SDDC.SAFB.PPOPS@US.ARMY.MIL.

KEY POINTS TO REMEMBER:

1. TSPS SHOULD QUICKLY ACCEPT/REFUSE SHIPMENTS (WITHIN FOUR HOURS) TO MINIMIZE BOOKING TIME AND LIMIT ANY INCONVENIENCE TO MEMBERS
2. PPSO WILL NOT ISSUE PUNITIVE ACTIONS FOR SHIPMENTS REFUSALS FOR THE REMAINDER OF 2011 PEAK SEASON (13 JUN - 15 AUG 11)
3. DPS COUNTS EACH SHIPMENT REFUSAL AS AN ADMINISTRATIVE SHIPMENT
4. THESE PROVISIONS DO NOT APPLY ONCE SHIPMENTS ARE INITIALLY ACCEPTED BY THE TSP, SO MAKE SURE YOU CAN HANDLE THE SHIPMENT BEFORE ACCPETING IT

THIS MESSAGE IS APPROVED FOR RELEASE BY MR. DANIEL MARTINEZ, CHIEF, PERSONAL
PROPERTY INFORMATION & BUSINESS INTEGRATION BRANCH
Classification: UNCLASSIFIED
Caveats: FOUO